Minnesota Department of **Human Services**

Minnesota Sex Offender Program

Questions & Answers for Minnesota Sex Offender Information System Project

1. Where do I find the rates for various skills for my organization, under the 902TS master contract list?

A: The list of 902TS Master Contract Vendors, along with skills categories and their corresponding rates are available at http://www.oet.state.mn.us/mastercontract/itpts/mcp902ts/vendors/

2. What does "industry experience" refer to in the context of Business Analysis?

A: Industry experience includes IT, State of MN, Government, Human Services, as well as other sectors where projects have benefited from pertinent BA skills.

3. Does the vendor have to have all the skills indicated in the Service Category section on page 1?

A: To successfully complete this project, the entity providing the service needs to have all the listed qualifications: E-Business Specialist - Business Integration,
Middleware, Analyst –Business, Analyst – Technical, Architecture
Planning & Assessment - Information/ Data, Architecture Planning &
Assessment – Security, Architecture Planning & Assessment - Technical, Database-MS SQL,
Documentation Specialist, Project Management, Server - Application (Design & Development).

4. Please confirm whether this is a fixed price deliverable based contract or a time & material contract based on approved billing rates.

A: This project is a fixed-price deliverable contract.

5. What is State's budget for vendor provided "MSOIS" design and development effort?

A: MSOP has a fixed budget for this project and we will evaluate proposals from service providers.

6. Has the State gathered requirements and prepared any documents for MSOIS application? If yes, can you share the same with the vendor community?

A: MSOP has documentation around its processes relevant to this project. MSOP has identified the necessary data elements for modules and functions pertinent to the in-scope work, and will share this information with the selected vendor.

7. Please provide a list of data sources from which data to be converted to the new MSOIS?

A: Currently the data is stored in MS SQL Server tables and Excel files.

8. How many different types/structures of MS Excel files are available as of now from which the data will be converted to MSOIS database?

A: There are about 10 different Excel file types.

9. How many different types of MS Access applications are available as of now from which the data will be converted to MSOIS database?

A: The data for this phase of the project resides in MS SQL Server tables and Excel files.

10. Is there an existing AS-IS documentation or would the selected vendor be responsible for producing one?

A: MSOP will provide documentation for its operation that is pertinent to this phase of the project.

11. Can we propose to use Active Directory for Authentication and database-driven authorization?

A: MSOP prefers using Active Directory for authentication and authorization purposes.

12. Does MSOP expect the vendor to use a business rules engine (such as ILOG Rules Engine for .NET) for business rule implementation or to develop a custom business rules engine within the application to implement the business rules of MSOIS?

A: Usability, scalability, maintenance and cost factors will be considered for either choosing or building the rules engine.

13. How complex will the MSOIS business rules be? Can you provide a list of known business rules?

A: The selected vendor will need to compile the list of business rules during and after the requirements gathering phase. These rules will be based on MSOP's policies and guidelines.

14. Please provide a list of business functions to be implemented in the Client Registration module with brief description for each functionality.

A: The Health Management Information Services unit enters new client record into the system by capturing client demographic data such as complete legal name, DoB, SSN, marital status, veteran status, religion, race, education, emergency contact, next of kin.
Often times clients cannot answer all of these questions during the admission and the Client Rights Coordinators will help to fill-in-the-blanks after they meet with the clients.
Before creating a new record, the system need to search for any existing matching records to avoid creating duplicates.
A face sheet is created during record creation and the client's picture is attached to the record.

15. Please provide a list of business functions to be implemented in the Client Room Allocation module with brief description for each functionality.

A: This module assigns rooms and units to clients based on client profile type as set in the registration (record creation) process. These units and rooms must exist (be created) in the system and show (un)availability, accordingly.

16. Please provide a list of business functions to be implemented in the Client Search module with brief description for each functionality.

A: The Client Search module provides staff with a search capability utilizing various filters such as name (last, first), DoB, and SSN. Additional details will emerge during requirements gathering.

17. Please provide a list of business functions to be implemented in the Client Scheduling module with brief description for each functionality.

A: The scheduling module allows different MSOP staff, with various roles, to schedule activities and appointments for clients. These appointments range from medical, behavioral, legal, physical, and others. More details will emerge during requirements gathering.

18. Please confirm that "client records" attachments will be stored in FileNet P8 Content Engine?

A: FileNet P8 Content Engine is available to this project for storing client record attachments.

19. How many different type of "Electronic Document Workflow" would be required for Phase I?

A: This information will be explored during requirements gathering.

20. Please clarify whether processing of attaching documents and associated approvals will happen within FileNet P8 Process Engine/Workflow or within the MSOIS application.

A: Staff will use MSOIS application to attach the required document to client records. The application will use FileNet P8 APIs (or other suitable technology) to handle the requests.

21. Please provide more details about HIPAA and MN Data Practices Act compliancy requirements.

A: MSOP handles confidential, private and protected data about its clients. As such, staff needs to see only the data relevant to his / her job. The application should comply with data privacy and security policies of the Department of Human Services (DHS).
Passwords for database connections should be a strong password as defined by DHS Security. The application should only allow access to those who need access based on their roles. The application must require credentials for users to login. Passwords should be hashed and salted. The application facing out that carry private or confidential data should encrypt sensitive data.

22. Please provide a list of "Project Documentations" required in addition to "Project Deliverables" list on page#2.

A: Any effort put into the project needs to be documented and delivered to MSOP at various stages of the project. Followings are examples of such document types:

- Requirements Documents
- Process Flow Diagrams (TO-BE)
- Technical Documents (including high level and low level details for maintaining and extending code)
- Project Documents (Gantt charts, progress statuses, etc)
- Communication Documents
- Issues Resolution Documents (identifying issues and bugs during user acceptance testing and post go-live event, along with resolutions)

23. Please confirm the scope of this SOW is ONLY for **Phase I** deliverables.
The scope of this SoW applies to **Phase I** deliverables only.

24. We understand that the first phase of the project should be completed in 3 months after the project start date.
    a) Is there a business driver for the 3 months target date? Please provide details.

A: MSOP is currently using a system, with a partial access and a limited capability, with another unit and needs to disembark that system. The registration module needs to be completed in three months.

    b) Can we propose an alternative target date?

A: The registration module needs to be completed in three months. MSOP will review and decide on the proposed alternative dates.

25. Can we propose an alternative "Project Milestone and Schedule"?
A: MSOP will review and decide on the proposed alternatives.

26. What is the deliverable for "Prioritized Project List" milestone?

A: The selected solution provider will develop project artifacts, outlining the steps and methodologies for accomplishing the stated objectives. This is the project prioritization based on the tasks identified during the project assessment phase.

27. What does the "Final Deliverable Presentation" refer to?

A: The selected solution provider will provide what is knows as "Conference Room Pilot (CRP)." Using CRP, MSOP will validate the product against the business processes and requirements.

28. "First system module in production" - As per the "Project Deliverables" section in page #2, there will be at least 4 modules for Phase I. Please clarify as to what modules should be in production within 45 days after project inception. The Client Registration or record creation module needs to be in production during this timeframe.

A: The client registration, a.k.a record creation, module needs to be in production within the 45 days after project inception.

29. The SoW provided duration for **Phase I** is 3 months (60 business days). What activities would the MSOP expect the vendor to perform between "First System module in production" milestone (45 days) and end of phase I (60 business days)? Please clarify.

A: The finalist will perform the following activities during the time mentioned:
- Resolve production issues with the Registration module
- Acclimate users with the new system
- Provide necessary documentation (user and system documents)
- Establish plans and develop the remaining modules

30. Please confirm that MS SQL Server 2005 will be used as the database for this Online Application.

A: Microsoft SQL Server 2005 is the database of choice for this project.

31. What is the development platform for this project?

A: The following tools and platforms are available to this project:
- .NET Framework version 3.5
- C# version 3.0
- Visual Studio 2008 SP1
- MS IIS Web Server 6

32. Please confirm that Sate will provide development, testing, acceptance and production environments for this project.

A: DHS will build the necessary environments, including development, testing, acceptance and production, for this project.

33. Will MSOP provide normal office space, desktops, software, and hardware to the vendor resources performing services under this contract award? Please help the vendors understand what will be provided and what will not be provided?

A: The State will provide workspaces and the equipments necessary for this project. DHS will also provide consultants with workstations and email accounts.

34. Will State provide the vendor resources VPN access to its systems for the purpose of remotely accessing State network for project purposes?

A: DHS will provide VPN access to remotely access resources that are needed for this project. DHS has certain security requirements and the project team will comply with those requirements. The development environment has additional security restrictions and may not be accessed remotely.

35. Will State provide onsite parking for the vendor team members?

A: DHS provides onsite parking for the project team members for a monthly fee.

36. Is State open for the following Offsite based delivery model?
Onsite: Requirements Gathering, User Testing, Performance Testing & Production Deployment
Offsite: Design, Development, Vendor Testing and Warranty Support.

A: MSOP will review and decide on various approaches to the project. Please provide cons and pros for proposed approaches.

37. Who is responsible for deployment activities? Please clarify vendor responsibilities with respect to deployment/implementation activities? Pleas also provide the duration we need to set aside for deployment activities based on MSOP deployment process.

A: The objective of this project is to develop, test, and install the necessary framework and the required modules for MSOP's business needs. This includes activities around deployment process. Deployment in this context means installing the framework and the modules in production environment so that MSOP staff can use the product for the intended purpose. MSOP will rely on and examine user acceptance test cases that the finalist provides for various components. Upon successful completion of these test cases, the vendor will install the components to production environment. Feel free to indicate other processes pertinent to deployment in the proposal document.

38. How many onsite vendor resources does State estimate for this project in each of the following category?
        a.   Senior Project Manager,
        b.   Senior Technical Architect
        c.   Senior Business/System Analyst
        d.   Senior Programmer Analysts
        e.   Senior Quality Analyst
        f.   Other

A: MSOP will rely on one solution provider to deliver this project. The selected entity can collaborate with other external resources if necessary, and all resources will operate under one unifying body.

39. How many work spaces can the State provide to the vendor team members for the duration of the project?

A: MSOP will accommodate the project team with the necessary work spaces.

40. Please provide Warranty support requirements for Phase I.

A: To support and to maintain the application, MSOP expects good practices that are common within the application development industry. MSOP requires proper procedures for supporting and maintaining the system. Please describe in your proposal who the staff will contact when issues arise and where the issues / calls will be routed, along with expected turnaround time.

41. Please clarify whether warranty can be provided from offsite from the vendor location.

A: Please describe in your proposal who the staff will contact when issues arise and where the issues / calls will be routed, along with expected turnaround time. MSOP will examine and decide on proposed options.

42. Please provide Support & Maintenance Requirements for Phase I.

A: The vendor must establish mechanisms for updating the application as issues and bugs arise after the system go-live. The proposal also needs to define guidelines for upgrading the system when the underlying technologies are updated. i.e.: how to update the application when a new version of IE emerges if a web-based application is proposed.

43. Please clarify whether Support & Maintenance can be provided from offsite from the vendor location.

A: Please describe in your proposal who the staff will contact when issues arise and where the issues / calls will be routed, along with expected turnaround time. MSOP will examine and decide on proposed options.

44. Will State provide VPN connectivity to the Vendor warranty support resource(s) so that support can be provided from Vendor offsite location?

A: DHS will provide the necessary resources to support MSOP's ongoing operation. If VPN connection is deemed necessary for support and maintenance activities, DHS needs to understand the details.

45. Can we propose to train on the train-the-trainer basis?

A: Yes. Train-the-trainer is one of, but not the only, approaches to training. MSOP will examine and decide on proposed options.

46. How many State resources should be trained?

A: About 10 – 12 MSOP staff will require training.

47. How many State resources should we transfer the knowledge to?
A: About 6 – 8 MSOP staff will be involved in knowledge transfer.

48. How many Subject Matter Experts (SMEs) will be allocated to this project?
A: Four SMEs will be available for this project.

49. How many hours per week of each SME is State planning to allocate for the project?

A: SMEs can spend up to 20 hours per week on this project. MSOP will work with the vendor to provide additional SMEs or hours as project requires.

50. How many business days of Phase I User Acceptance Testing does the MSOP expect to perform?

A: The duration of UAT will depend on the complexity of each component. UATs could take as little as few hours and as long as to resolve the underlying issue.

51. For requirements gathering and definition, do we have to travel to multiple locations within Minnesota or will the requirement be provided to the Vendor in a MSOP central location (St. Paul, MN)?

A: MSOP will provide some documentation on requirements. Additionally, the project team will need to meet with MSOP staff at Moose Lake facility.

52. If travel required for requirement gathering, please provide the number of locations and the frequency of travel that we need budget for.

A: The project team may need to travel to Moose Lake to gather requirements. The frequency of the trip depends on the effectiveness of the session in gathering the necessary artifacts.

53. For User Acceptance Testing, do we have to travel to multiple locations within Minnesota or will the testing support be provided in a MSOP central location (St. Paul, MN)?

A: Once assembled, the project team will decide on how to best conduct the UAT. MSOP staff will conduct the UAT and the vendor needs to supply the test cases and the applicable scripts. The UATs can be conducted form one facility. Multiple facilities can perform UAT over DHS network, and VPN access may be used if necessary.

54. Will State provide travel expenses according to the State travel policies or should the vendor include travel expenses in the fixed price cost?

A: The selected solution provider needs to budget for travel expenses.

55. Does the proposed system need to interact with any other systems of State Operated Services and Minnesota Department of Correction for date exchange?

A: In the future phases, the system will need to interact with Department of Corrections' system. This interaction means exchange of data between agencies, rather than integration.

56. What process does the DHS follow for software development? Agile/RUP/WaterFall?

A: Please recommend methodologies along with cons and pros in your proposal, and MSOP will evaluate those options.

57. Other than SMEs at the MSOP facilities at St Paul, Moose Lake, and St Peter, does the vendor need to involve with any other facilities of Minnesota Department of Correction or other state agencies?

A: MSOP employees are the primary users of this system and they will the SMEs for the project.

58. What are different data sources that the vendor has to work with for data migration?

A: The core data for all the records are stored in MS-SQL Server tables. Other data relative to clients are stored in Excel files.

59. Will the Vendor responsible for training MSOP staffs to operate the system?

A: The selected vendor will provide training to MSOP staff on how to adequately use the system.

60. Does MSOIS need to implement any specific business rule engine like Windows Workflow Foundation (WF) or any other specific ones? How often are these business rules changed?

A: MSOP's business rules and policies determine the creation and mapping of these rules in technical terms. The selected vendor will interpret these business rules and policies into technical terms and incorporate them into a rules engine. Usability, scalability, maintenance and cost factors will be considered for either choosing or building a rules engine.

61. Will MSOP provide the specifics about HIPAA and MN Data Practices Act for information security to the vendor?

A: MSOP handles confidential, private and protected data about its clients. As such, staff needs to see only the data relevant to his / her job. The application should comply with data privacy and security policies of the Department of Human Services (DHS).

Passwords for database connections should be a strong password as defined by DHS Security. The application should only allow access to those who need access based on their roles. The application must require credentials for users to login. Passwords should be hashed and salted. The application facing out that carry private or confidential data should encrypt sensitive data.
MSOP will provide detailed pamphlets on HIPAA and Data Privacy Act to the selected vendor.

62. What is the anticipated date for the later phases of the project?

A: Future phases of the project depend of additional funding.

63. On the last paragraph of the Page 4, it was mentioned that 'The vendor partner will provide periodic software upgrades and other enhancements." Does it imply to the deliverables of the Phase 1 only?

A: This Statement of Work applies to deliverables of Phase 1 only.

64. On **page 2**, it was mentioned, "*Additional modules…will be integrated into the system during future phases of the project. These modules are not required for Phase I; however, the system must be scalable to allow forward integration of these modules in later phases.*" Does state require gathering high-level requirements for the listed modules in Phase I?

A: MSOP will provide documentation for its operation that is pertinent to this phase of the project.

65. Will MNDHS provide normal office space, desktops, software, and hardware to the vendor resources performing services under this contract award? Please help the vendors understand what will be provided and what will not be provided?

A: The State will provide workspaces and equipments necessary for this project. DHS will provide consultants with workstations and email accounts. DHS will also provide the necessary tools and environments (development, test, production).

66. Will State provide the vendor resources VPN access to its systems for remotely accessing State network for project purposes?
A: Yes. The State will provide the essential VPN accounts and connections. The development environment has additional security restrictions and VPN connection may not work for this environment.

67. What is State's budget for this project?

A: MSOP has a fixed budget for this project and we will evaluate proposals from service providers.

68. Once resources are assigned to given project, will the vendor be paid based on a time & expenses basis or will the vendor be paid based on fixed –price by deliverables basis? This aspect is not clear in the RFP. Please clarify

A: This project is a fixed-price deliverable contract.

69. Will the state provide remote access or on-site space for development efforts?

A: MSOP, in conjunction with DHS, will provide workspaces and equipments necessary for this project. The development environment has additional security restrictions and VPN connection may not work for this environment.

70. What hardware will state employees utilize to access the system from remote sites?

A: Many MSOP employees use standard workstations on DHS network. Smaller population use laptop computers for accessing the system.

71. Is there a standard software image the remote users of the system have on their machines? Please describe.

A: All computers used by MSOP staff are built using a standard image. This image includes MS Office, IE 7, VPN client, and XP Professional operating system.

72. Will there be MSOP provided Style sheets, Images and Logo?

A: MSOP is a division of DHS and this project will use DHS's logo and images. The vendor will develop the needed style sheets following DHS's guidelines.

73. Will this system need to be integrated into an existing State Framework? Please explain.

A: Currently no framework exists. The selected vendor will develop and deploy the framework. This scalable framework must accommodate for integration of future modules.

74. Which browsers will need to be supported? Which version?

A: At the moment, DHS supports IE7 which is scheduled for an upgrade before the end of the year.

75. Will the MSOP provide a testing environment that mirrors their production environment?

A: DHS will build the necessary environments, including development, testing, acceptance and production, for this project.

76. Will the state accept an alternative bid that will minimize the risk during development and implementation?

A: MSOP will examine and decide on the proposed alternatives.

77. Are the days listed in the Project Milestones and Schedule business days or calendar days?

A: The days listed on the SOW are based on business days.

78. Is there a standard taxonomy utilized in the Excel spreadsheets utilized by the MSOP Staff?

A: No taxonomy has been created.

79. Is there an estimate of the number and types of data sources as input to the data conversion and approximately how many records are required to be converted?

A: Currently, MSOP has just fewer than 600 client records. The core data for all the records are stored in MS-SQL Server tables. Other data relative to clients are stored in Excel files.

80. Will there be subsequent "Statement of Work" RFQ's for the remaining phases of the project?

A: The subsequent phases will depend on future funding.

81. The first system module is to be in production 45 days after project inception, is the "Client Registration Module" the first module?

A: The Client Registration, a.k.a record creation, module is the primary module of the system.

82. "Client Room Allocation" module, what is the scope of this module, what defines a Room for the client to be allocated. Are these for housing? Meetings? Treatment? Do we assume that these will be schedules? Are there multiple locations; do we have to create the data objects that represent these rooms? Need some more information to adequately quote the level of effort for this module.

A: MSOP manages two treatment facilities. One is the admission facility where clients begin their treatment program. The admission facility has various units and client get transferred to different units based on various factors such as treatment progress, and improvements on behavior. As client progress through the program, staff schedules various activities for clients. Each client undergoes the initial assessment during the admission. This assessment includes physical, medical, mental checks. Clients are then assessed annually.

83. What is the scope for the "Attaching and Integrating with FileNet workflow"?

A: Client records are accompanied with various documents such as behavioral and medical assessments. Staff will need to append these documents to client records. As clients progress

through their treatment plans, staff with various responsibilities will nee to attach and review documents based on authorization and job responsibilities. The application needs to accommodate for attaching documents to records without requiring the user to launch another application for this purpose.

84. Is there a DHS or MSOP development environment for FileNet that will be made available to the successful vendor?

A: The State will provide the project team with the necessary FileNet environments.

85. Is this to be an active interface in Phase 1 or a proof of concept whereby the vendor can define the interface with FileNet, or do you require a full taxonomy of document types to be handled, indexing and workflow requirements and actual insert and retrieval capabilities with FileNet and the application?

A: Please outline in your proposal the amount of time required to provide an active interface including taxonomy, indexing and workflow. Also delineate what the prototype will include.

86. What software is used for the scanning interface with FileNet (Kofax etc)?

A: That decision has not been made yet.

87. Will the scanned documents attached in the "to-be" system fall under the "full text search capability"?

A: Scanned documents will need to be searchable in the new system.

88. Is the process for Disaster Recovery managed and executed by MSOP IT staff? Will you provide your DR plan?

A: DHS has an overall DR plan and MSOP will follow that plan. The plan will be shared with the selected vendor.

89. Will the MSOP provide the "as is" views of the enterprise architecture? This information would assist us in understanding the context within which this system will be implemented and other features of your infrastructure that could be leveraged to reduced risks and costs, increased standardization & simplicity, and potentially increased speed to implementation.

A: MSOP will provide documentation for its operation that is pertinent to this phase of the project.

90. What is the scope for the "Client Scheduling module"? What is it that the clients are being scheduled for, is it rooms, treatments do what other data sources are required to support successful scheduling (Staff, rooms, Dr's)?

A: The scheduling module allows different MSOP staff with various roles to schedule activities and appointments for clients. These appointments range from medical, behavioral, legal, physical, and other activities. More details will emerge during requirements gathering.

91. Will you provide a copy of the Enterprise Architecture and Statewide Project Management Methodologies document?

A: MSOP will share the Enterprise Architecture and Statewide Project Management Methodologies documents with the selected candidate.

92. There is a requirement for Training and Knowledge Transfer. Is there a preferred training method by the MSOP? WBT, Train-the-Trainer, Manuals? Can the training take place after the development effort for phase I has been completed.

A: MSOP utilizes various training methods. Experience shows that personal training is most effective when adopting a new system. We can also deploy WBT material into MSOP's Learning System. Training can be scheduled as a post-production event; however, users needing to perform User Acceptance Testing will need to know how to use the system.

93. For training purposes, do all of the MSOP staff work in the administrative office, Moose Lake facility, or St. Peter facility? Will you provide a geographic breakdown of the staff population?

A: About 10 – 15 MSOP staff will require system training. The training will take place in Moose Lake.

94. Will MSOP provide training sites or will it be the responsibility of the Vendor to procure sites and equipment?

A: MSOP will provide the training site and the necessary equipments such as PCs, and projectors.

95. Phase I Deliverables include complete System Documentation as well as Technical, System and User Manuals. Phase I is to be completed within 3 months. Will these four documents be required within that three months or can there be an exception to that deliverable?

A: MSOP will accept documentations at various stages of the project and if necessary after the project completion. Keep in mind, certain documentation such as User Manuals need to be delivered during the allotted time.

96. Can the State give a number of users that will be trained?

A: Between 10 – 15 MSOP staff will require training.

97. Are versions of .NET and SQL Server established in the existing architecture today? If so, what versions are in place and would the project adhere to these? If not, is there any restriction on which versions are used?

A: The following tools and platforms are available to this project:
  - .NET Framework version 3.5
  - C# version 3.0
  - Visual Studio 2008 SP1
  - MS IIS Web Server 6

98. After our initial review, a web based solution may be the logical choice here. Is the web an acceptable platform for this solution?

A: A web based solution is an acceptable approach as long as security is not compromised. The State Architecture team will review and assess risks. Please provide details of security technologies.

99. Since this is a system designed to be used by employees only, and assuming it is a web-based solution, can it be developed for a single web browser? If so, which browser is used as the standard in the department? Can we assume that Javascript / AJAX capabilities will be turned on and available for use?

A: Internet Explorer is the standard and the supported browser at DHS. Using JavaScripts should be exercised cautiously because of ADA compliance and other limitations that JS poses.

100.   The .NET framework is specified in the RFP. Is there any preference to using C#.NET, VB.NET, ASP.NET with Flash, Silverlight, WinForms or any other technology?

A: C# is the preferred development platform. Other technologies will be considered based on needs and the values / benefits that these technologies would provide to the users. The Enterprise Architecture team will assess the benefits and the efforts involved in maintenance of these technologies.

101.   Has SharePoint been considered (Content Management, AD Based Security, Security Roles, Presentation Layer, Scalability, Extensibility, SQL-Server Based, etc) or is using FileNet a requirement? Is SharePoint in place anywhere today at DHS?

A: Currently, MSOP is using SharePoint MOSS 2007. Active Directory is the platform of choice for security and role-based access for this project. MSOP is open to various technology options and recommendations. FileNet is not a requirement for this project and SharePoint will be considered as long as document versioning, scalability, extensibility and workflow processing is accounted for.

102.   Will all servers be hosted at DHS?

A: Yes, DHS will host all the servers.

103.   Will there be different levels of access (security) needed? If so, is this security hierarchy built into Active Directory (through roles, etc) or would it need to be maintained through some sort of admin interface within the application?

A: DHS has utilized Active Directory to maintain user roles and MSOP relies on AD's role-based security model.

104.   The RFP states that the application should have single sign on that integrates with AD, but that the application needs to be accessible to staff at remote locations as well. Will the staff be connecting to AD via a VPN when in these remote locations, or will the application need to have a hybrid security that can accept forms based permissions as well as AD?

A: While not on DHS network, staff will use VPN connection to access the system remotely. Regardless of how staff accesses the system, the application needs to utilize and perhaps extend AD's functionality to accomplish SSO.

105.   The data conversion talks about importing data from various sources. Based on the description are those sources confined to Excel and Access or does data need to be imported from other sources as well? If so, which sources?

A: The core data for client records are stored in SQL Server databases. Other data relative to clients are stored in Excel files.

106.   Is there any data that is currently stored in hard copy only? If so, will this data be scanned or manually entered into the new database?

A: Many documents are in paper copies. Scanning and entering these records into the system are beyond the scope of this project. Converting data from various sources (SQL Server tables and Excel files) are in the scope of this project.

107.   How much data will need to be imported?

A: Currently, MSOP has just fewer than 600 client records in SQL Server.

108.   Is any data missing from Excel/Access/other locations that needs to be created manually?

A: Some data may need to be created and manually entered into the system and MSOP staff is responsible for that activity.

109.   Is there any requirement that this system be integrated with any other systems (excluding initial data migration)?

A: In the future phases, the system will need to interact with Department of Corrections' system. This interaction means exchange of data between agencies, rather than integration.

110. Will the data transfer and conversion be happening once at the beginning of the project, or will some need to be scheduled and maintained going forward (this may come out in requirements gathering)?

A: The core data, coming from SQL server and Excel file will need to be converted and imported once the system is in production.

111. Is it a correct assumption that a new database schema needs to be created from scratch for this solution?

A: Yes, a new database schema is needed for this system.

112. Could you please provide a few examples of the Rules Engine? Approximately how many rules do you anticipate for phase 1?

A: Drool, Corticon, and ILOG are examples of rules engines. This phase of the project has about 50 business rules and the more accurate count will be extracted during requirements gathering.

113. How would rules be created and by whom? What type of UI would be needed to facilitate this functionality (front-end or back-end rules)?

A: MSOP's business rules and policies determine the creation and mapping of these rules in technical terms. The selected vendor will interpret these business rules and policies into technical terms and incorporate them into a rules engine. The vendor will also determine the best UI for the job. These rules will reside on the server-side but the project is open to other recommendations.

114. Could you please clarify and expand on "Ability to create MSOP client records using demographic data"?

A: The Health Management Information Services unit enters new client record into the system by capturing client demographic data such as complete legal name, DoB, SSN, marital status, veteran status, religion, race, education, emergency contact, next of kin.

115. Client Room Allocation - please clarify. Is this simple metadata about the client or is there business logic for assigning "units" and "rooms"?

A: The room assignment module provides clients with rooms and units within the facility, based on client profile type as set during record creation process.

116.   What filter criteria will be used to search for clients or will this be determined during interviews and gathering information from staff?

A: The Client Search module provides staff with search mechanism using different filters such as name (last, first), DoB, and SSN. More details will emerge during requirements gathering.

117.   Could you provide an example of a typical client schedule? How complex are these?

A: The scheduling module allows different MSOP staff with various roles to schedule activities and appointments for clients. These appointments range from medical, behavioral, legal, physical, and other activities. More details will emerge during requirements gathering.

118.   Is archiving required? If so, for how long?

A: Records need to be archived for 10 years after the client has either been discharged or deceased.

119.   Is document version control required?

A: Certain documents such as medical, behavioral, and legal documents need to be versioned. More details will emerge during requirements gathering.

120.   What type of audit trail/logging is needed?

A: The audit trail must provide information on whether the record was printed or edited. More details will emerge during requirements gathering.

121.   Is the DHS open to a fully customized User Experience or would a more "out of the box" solution with limited usability design be preferred?

A: Scalability is one of the determinant factors for selecting a system. MSOP is open to COTS applications as long as these solutions can be extended to accommodate other modules in the future.

122.   Are there any style guides or standards in place for stylistic branding?

A: The application needs to adhere to DHS's standards and branding policies, such as ADA compliance.

123.   Is there any existing documentation on the current operating model?

A: MSOP will provide documentation for its operation that is pertinent to this phase of the project.

124. Will DHS be responsible for executing User Acceptance Testing? If so, will the vendor be responsible for writing user acceptance test scripts as well as all writing and execution of all other testing (unit, system & integration)?

A: The vendor is responsible for performing unit testing, stress testing, system & integration testing, as well as creating test cases for user acceptance testing. MSOP staff will perform user acceptance testing.

125. "Complete project documentation" is listed as a project deliverable. Do you have a specific list of documents in mind?

A: Any effort put into the project needs to be documented and delivered to MSOP at various stages of the project. Followings are examples of such document types:

- Requirements Documents
- Process Flow Diagrams (TO-BE)
- Technical Documents (including high level and low level details for maintaining and extending code)
- Project Documents (Gantt charts, progress statuses, etc)
- Communication Documents
- Issues Resolution Documents (identifying issues and bugs during user acceptance testing and post go-live event, along with resolutions)

126. Could you clarify what is meant by the Issues Log? Are these issues found during development or testing or production?

A: Issue log are documents that track issues found in user acceptance testing and in production environment.

127. For the Reporting Module - will these reports be custom web pages or will they be using some tool like SQL Reporting Services or Crystal Reports?

A: Using a tool such as Crystal Reports is preferred for reporting purposes, where users can customize and generate reports using different parameters and options.

128. In order to provide extensibility (addition of future modules) those modules need to be defined in advance to some level of detail. For example, what data is required, and more specifically the relationships between those data. Each module should be pretty clearly defined in advance to ensure future compatibility. The goal of this effort is to not undo and re-do future work. Can this level of requirements gathering be built into phase 1?

A: MSOP has a comprehensive view of various components that are necessary for its operation, and this view can be shared with the selected solution provider so to build a scalable and an extendable system.

129.   When estimating the effort for this project, aside from possibly gathering some level of detailed requirements, should any time be taken into account for future phases?

A: MSOP can share its vision of future phases with the selected solution provider, but spending considerable amount of time on these phases while dependant on funding, might be premature.

130.   Are "Statewide Enterprise Architecture" and "Statewide Project Management" Methodologies documented? If so, can we preview copies?

A: MSOP will share the Enterprise Architecture and Statewide Project Management Methodologies documents with the selected candidate.

131.   Is the use of 3rd party modules or assemblies permitted?

A: The State Architecture team will review and assess the use of the 3rd party components. Please state these 3rd party components in your proposals.

132.   To comply with state standards, is an 800x600 resolution required? Are there any other restrictions we should be aware of?

A: The screen size needs to be developed for a minimum viewing area of 800 x 600, with a stretched viewing area of 1024 x 768 with no horizontal scrolling. The UI elements must also adhere to ADA standards. DHS has adopted a Web standard policy that will be shared with the finalist.

133.   The Project Milestones & Schedules section states that the project is expected to begin no later than mid-May. With the anticipated vendor decision not until May 31, is mid-June a realistic start date?

A: Project start date of mid-June is a realistic date.

134.   Based on the project plan that we will create, are the timelines listed in the Project Milestone and Schedule section flexible?

A: Operational urgencies put this project on a very tight timeline. MSOP will work diligently with the selected candidate and together we will need to work with agility to successfully close this project.